

About Fortinet Support Portal and Access via Partner Portal

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Partner Portal

The [Partner Portal](#) is the primary tool for a partner to access

- Sales & Marketing Information
- Promotions & Incentives
- Deal Registration Tool
- Fortinet Learning Center (self-paced certification training)
- [Support Portal](#) (login via Partner Account)

Manager Partner Portal User

As Primary Member for the partner portal you are entitled to manage not only the company profile but also to add or remove member from the same organization.

- Click on <My Information> on the top menu bar
- Click <Account Profile> on the bottom of the page
- Click <Manage Team Members>

Priority Technical Support for Partner

You are entitled to priority web-based technical support, if you are a Fortinet Partner. This service is designed for our Partners who **provide initial support** to their customers, and require to open a support ticket with Fortinet on their behalf. We strongly encourage you to submit and follow up your support tickets using this service. You access the support portal via Partner Portal using Single Sign On (SSO) with your partner portal login credentials.

Support Portal

The online [Support Portal](#) is where a customer and/or partner:

- Registers products (FortiCare, FortiGuard, Bundle, etc).
- Manages their (registered) assets
- Downloads the latest firmware or patch release
- Creates a ticket for
 - Technical Assistance
 - Hardware Replacement (RMA)
 - Customer Service

The first registrant on the support portal is the admin account

- The admin account must have a unique email address as identifier
- The admin can add user via creation of sub-accounts and limit their rights if required

How to create a Support Portal Account

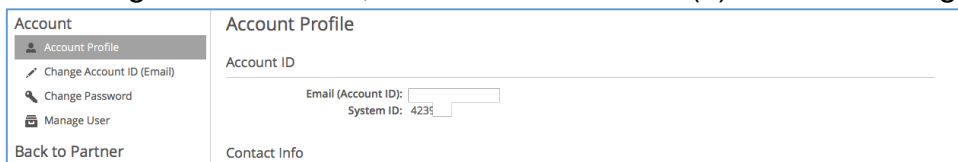
Customer

When a customer registers a Fortinet product, at least one account is automatically associated to that product. Typically, an end customer creates a support account and then registers the products if he has purchased the products from a reseller and owns the products.

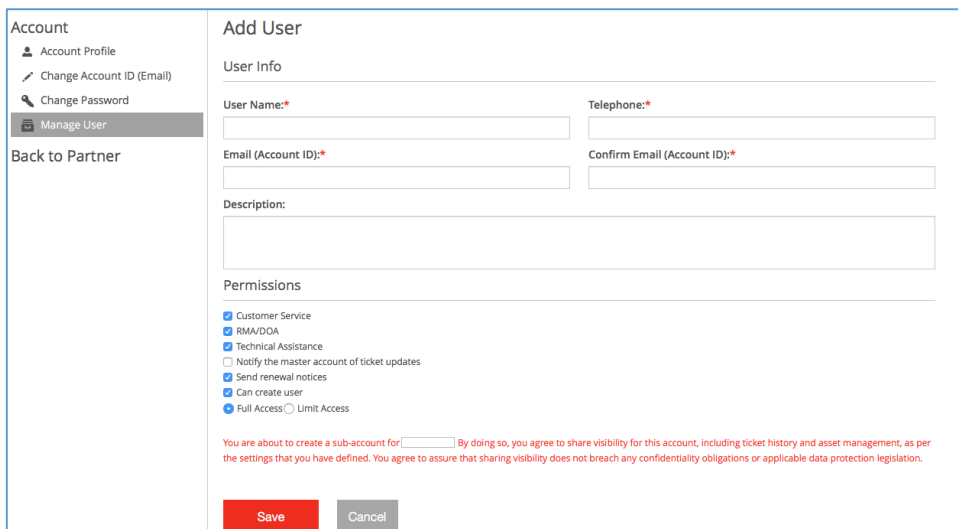
Manage User

In some cases, a customer may need to provide access to the portal for additional support personnel in his organization or external support contract individuals like reseller. The latter is called connected account.

- To manage or add a user, click on the lock icon (🔒) and on “Manage User”.



- To add a user and click on  and enter the user information



When you create a new user, you can configure the user with access to all of your registered Fortinet products or a select few.

Selecting **Limited Access** displays a list of available registered products. Here you can select the specific product or products allowed for the account access

- The new user will receive an e-mail with the login ID and the link to set the password in order to access the support portal.
- If this new user is login-id for the partner to connect the support portal, the partner may use a well-known user-id / password for all his customers. The partner would then access the customer support portal via his partner portal SSO to partner support portal.

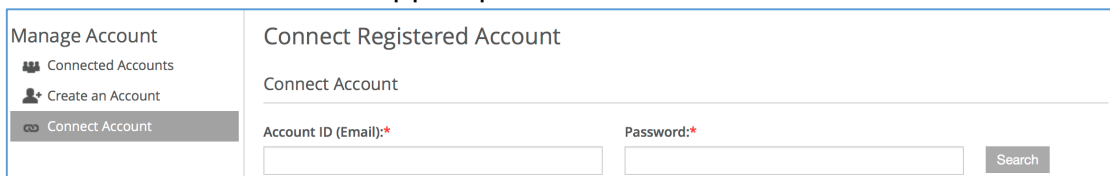
Reseller

Normally, a reseller would instruct the customer on how to register the products he purchased from the reseller. A reseller may create a support account on behalf of his customer - the customer however is the owner and administrator of the support account and not the partner.

Note: A reseller is not creating a user account when clicking on create an account but a new customer registration account which is automatically connected to his partner account and shown in his connected account list. This should be avoided unless the reseller is a service provider (see below).

If the customer has created a user to connect to the partner support portal, you would connect the account in the partner support portal.

- Click on the Lock Icon (🔒) to open the “Manage Account” view
- Click on “Connect Account” to enter the Account ID (=user) that the customer has added as user in his support portal



The screenshot shows a web interface with a sidebar on the left and a main content area. The sidebar has a 'Manage Account' section with three options: 'Connected Accounts', 'Create an Account', and 'Connect Account' (which is highlighted). The main content area is titled 'Connect Registered Account' and contains a 'Connect Account' form. The form has two input fields: 'Account ID (Email):*' and 'Password:*'. A 'Search' button is located to the right of the password field.

You may instruct the customer to use your well-known Account ID when creating a user (see chapter Customer).

Service Provider (MSSP)

A service provider like an MSSP sells a service to a customer. If such a service, like a managed Firewall service, comprises Fortinet products, and the service provider remains owner of these products he might register products differently. He may choose to:

- Add the product to his existing support account
 - Pro: No need to create additional account
 - Con: Must use good naming convention in the description field when registering a product be able to sort or filter assets for individual customers
- Create a support account for every customer **within** his own support portal.
 - Pro: Can use the main filter function to limit visibility on a specific customer
 - Con: Must create a sub-account for each customer

When clicking on “create an account” the service partner creates a new customer registration account which is automatically connected to his partner account and shown in his connected account list. See the following chapters for more information related to reseller and service provider.

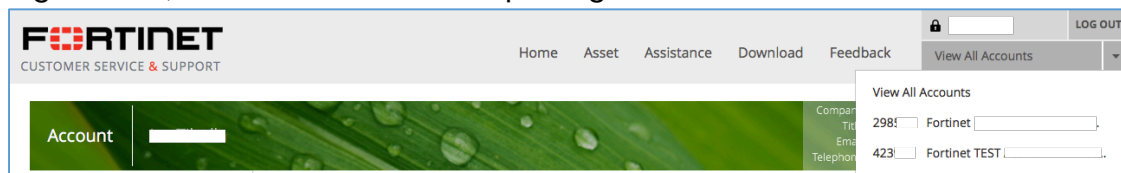
Reseller: Managing Connected Accounts

When a reseller purchases products from Fortinet he re-sells them to his customer. The customer is the owner of the equipment and is entitled to access the support portal. The customer usually registers the products on his existing support portal or creates a new support portal account, if it's a new customer. With a connected sub-account, the customer grants access to his support portal.

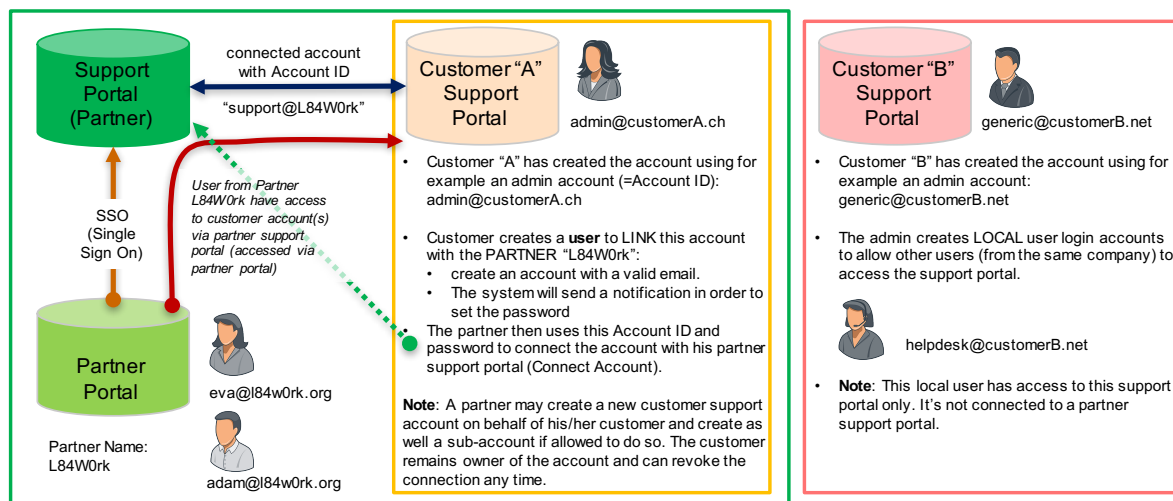
Benefits

The Partner Portal provides a Single Sign On access to the Support Portal to manage all connected accounts. All members of the partner with access to the partner portal have access to the partner support portal and therefore access to their connected customer's support portal.

The partner can filter the customer data by selecting the appropriate account under View all accounts and has access to all system features such as Product registration, Ticket creation and Reporting.



How to Connect Accounts



To connect a customer account, the customer first creates a sub-account on his support portal (see description in previous chapter). By using the same ID from the partner, the partner receives a mail notifying that a new account has been created. All he/she needs to do, is to reset the password and connect the account in his/her support portal accessed via Partner Portal.

In the above scenario, the Customer "B" has chosen to NOT create a sub-account for a partner but rather to use a local user from his own organization to access the support portal. The partner has no access to the information.

Managing Connected Accounts

You can update your connected account list via your partner portal support access. Therefore, click on the Lock Icon (🔒) next to the user name to open the “Manage Account” view

Manage Account		Partner Connected Accounts									
Connected Accounts Create an Account Connect Account		Connected Accounts <table border="1"> <thead> <tr> <th>Account</th> <th>Company</th> <th>Name</th> <th>Email</th> <th>Action</th> </tr> </thead> <tbody> <!-- Empty table body for content --> </tbody> </table>					Account	Company	Name	Email	Action
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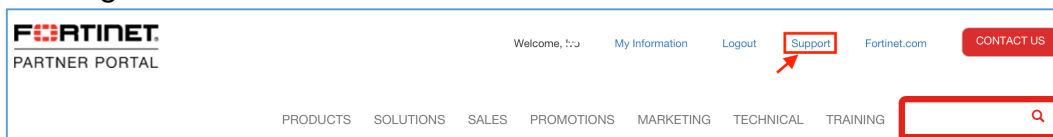
Here you can:

- View your connected account list
- Use the bin icon to delete an existent connected account in your list
- Select an account ID to manage the user of your connected account.
- You can add additional subaccounts by clicking on the “Add user” icon.

Creating Support Tickets for Customer

NSE 4 certified partner have direct Level 2 support access when creating a support ticket instead of the regular Level 1 if created by the customer himself.

- First login to [Partner Portal](#)

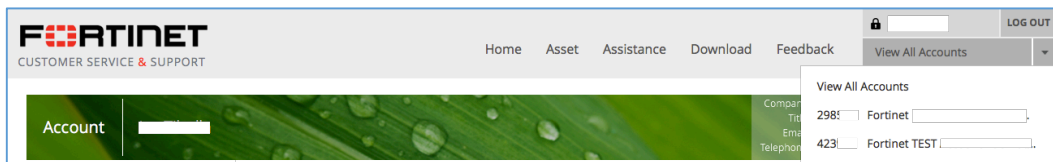


The screenshot shows the Fortinet Partner Portal login page. The top navigation bar includes links for 'Welcome, [User]', 'My Information', 'Logout', 'Support' (highlighted with a red box and arrow), and 'Fortinet.com'. A 'CONTACT US' button is on the right. Below the navigation bar, there are links for 'PRODUCTS', 'SOLUTIONS', 'SALES', 'PROMOTIONS', 'MARKETING', 'TECHNICAL', and 'TRAINING'. A search bar is located at the bottom right of the navigation area.

- Then select “Support” to login to partner support portal (Single Sign On)

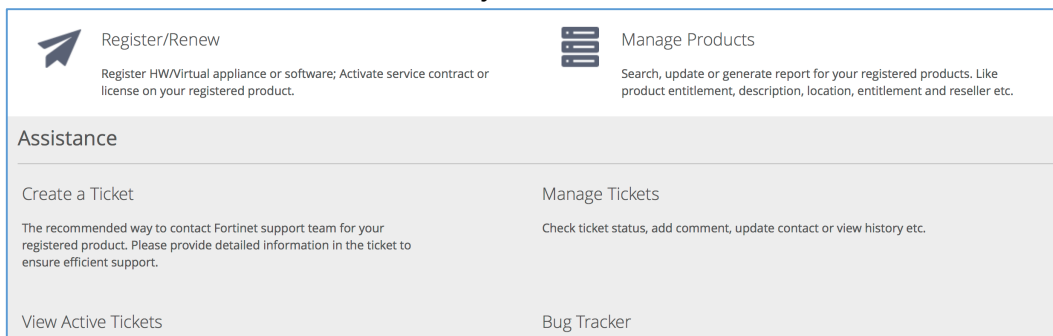
In the Partner Support Portal:

- Select a customer in the “View All Accounts” to select the customer account.



The screenshot shows the Fortinet Customer Service & Support portal. The top navigation bar includes links for 'Home', 'Asset', 'Assistance', 'Download', 'Feedback', and 'View All Accounts'. A 'LOG OUT' button is on the right. Below the navigation bar, there is a section for 'Account' with a dropdown menu. The dropdown menu is open, showing a list of accounts with columns for 'Company', 'Title', 'Email', and 'Telephone'. The first account is '298 Fortinet' and the second is '423 Fortinet TEST'.

- Select “Manage Products” to search for specific asset and then create a ticket
OR
Select “Create a Ticket” to directly create a ticket for a known serial number.



The screenshot shows the Fortinet Assistance page. The top navigation bar includes links for 'Register/Renew', 'Manage Products', 'Assistance', 'Create a Ticket', 'Manage Tickets', 'View Active Tickets', and 'Bug Tracker'. The 'Assistance' section is highlighted. Below the navigation bar, there is a section for 'Create a Ticket' with a description: 'The recommended way to contact Fortinet support team for your registered product. Please provide detailed information in the ticket to ensure efficient support.' The 'Manage Tickets' section is also visible, with a description: 'Check ticket status, add comment, update contact or view history etc.'

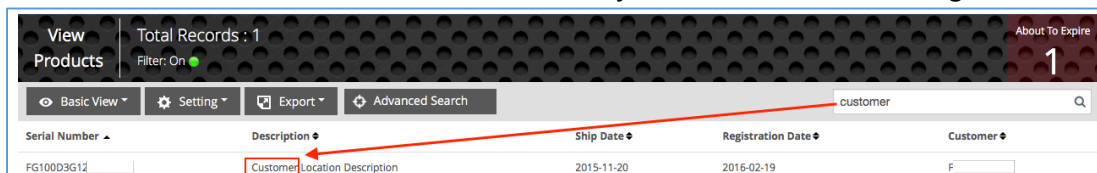
Service Provider: Managing Connected Accounts

When a services provider (MSSP, etc.) purchases products from Fortinet he normally does not re-sells it but rather charges a monthly fee for a service for Customer Premises Equipment (CPE). Typically, a customer is not the owner and does therefore not need to register any product for himself.

This needs to be done by the service provider where he can choose two different methods described in a previous chapter.

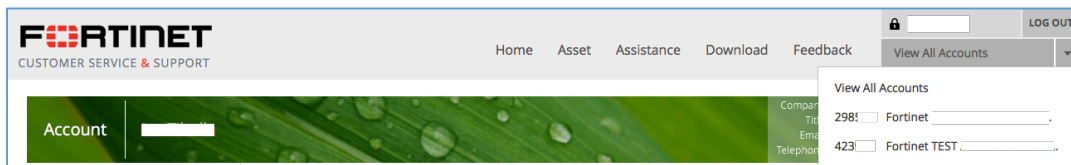
Viewing Customer Assets with Filter

In principal, the MSSP could register all products under one single account and use the description field to identify a specific customer CPE. With a filter a service provider can select to see assets matching a certain criterion, like in this example the filter set on “customer”. This is ideal, if you have a strict naming convention.

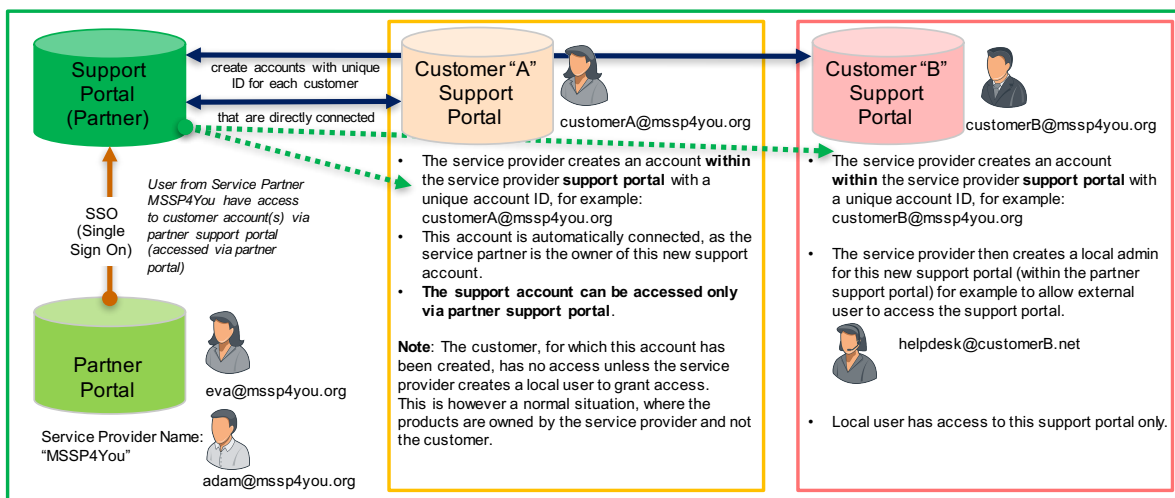


Viewing Customer Assets with Connected Accounts

The connected accounts are the preferred method to be able to filter a specific customer. In the drop-down menu “View All Accounts” you can select which account you would like to filter.



The following picture is an example on how connected accounts work for a service provider use.



Create an Account to become a Connected Account

Similar to the Support Account creation mentioned in the previous chapter, a service provider would create a customer support account. The main difference is, that it would be created within the service provider support portal. It's on the customer's name but the customer does not have any access or rights to manage by default – unless the service provider add a user for external access (see picture above Customer “B” as example).

- Click on the Lock Icon (🔒) next to the user name to see “Manage Account”

Manage Account Connected Accounts Create an Account Connect Account	Partner Connected Accounts Connected Accounts <table border="1"> <thead> <tr> <th>Account</th> <th>Company</th> <th>Name</th> <th>Email</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	Account	Company	Name	Email	Action					
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- Click on “Create an Account” to create a new account
 - It's required to use a unique email address (Account ID).

Create Registration Account
 Account Info
 Email (Account ID):*

 Password:*

 Reenter Password:*

 Contact Info
 First Name:*

 Last Name:*

 Company:*

Ideally this is an address the service partner can create on his mail system. If not available, the service partner can use any unique email address as the master account id. This email address is not used to access the support portal, as this is done solely via partner portal and SSO to partner support portal.

- This new registration account will be automatically connected to your partner profile. You will share visibility for this account, including tickets history and asset management, with users that can access your partner portal.

See chapter “Creating Support Tickets for Customers” on how to create a support, RMA or customer service ticket for a specific asset.